FSA Modernization Partner

United States Department of Education

Federal Student Aid

Technical Architecture Small Application Support Services Report
October 2002

Task Order #69

Deliverable # 69.3.1

Version 1.0

October 31, 2002

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1 Introduction

1.1 Executive Summary

The *Technical Architecture Small Application Support Services Report: October 2002 for FY 2003* summarizes the Integrated Technical Architecture (ITA) team's tasks related to resolving issues associated with the maintenance of small FSA applications in development and production, for the specified month. The ITA provides a standardized, reusable infrastructure for enabling business capabilities within the FSA application community. The long-term vision of the ITA is to provide an integrated, enterprise-wide technical architecture that will enable FSA to reduce the number of custom-built applications that are difficult and costly to update and maintain.

2 FSA Small Applications Maintained by the ITA in Production

- Exit Counseling – Utilizes WebSphere and MQ Series to access NSLDS mainframe for specific information.

- FSA COACH – (**C**omputer-Based **O**rientation to **A**id **C**oncepts and **H**ow-to's) A free training program from the U.S. Dept. of Education that is a comprehensive introductory course on school requirements for administering post-secondary student financial aid programs.

- FSANet– Internal portal for FSA employees that provides general information about FSA, FSA Channels, and the Department of Education. The portal also houses information about FSA standards.

- IFAP – Information for Financial Aid Professionals web site is an electronic library for financial aid professionals containing publications, regulations, and guidance regarding the administration of Title IV Federal Student Aid Programs.

- Ombudsman Redesign - Web site containing information and resources about FSA Ombudsman. The site contains searchable content and links to quickly retrieve information.

- Program Guidance – Provides a central location for resources needed by the Program Development Division within FSA. The application provides documents and profiles to identify relevant information quickly for members of this division.

- Schools Portal – Homepage for Schools-specific information with links, headlines and calendar function frequented by the schools. The site is customizable and can store bookmarks.

- Students.gov - Award-winning inter-agency portal sponsored by FSA that provides access to a wide range of public and private information and services targeted towards prospective and current post-secondary education students and their parents.

3   ITA Products

- IBM HTTP Server – web server

- IBM WebSphere – Java application server

- Network Dispatcher – cluster load balance and failover

- Interwoven – content management application

- Informatica – mainframe data tool that converts mainframe data for Oracle so reports can be generated by MicroStrategy

- Autonomy – search engine

- Viador / JRun – Viador is the product or application for the Schools Portal and JRun is the application server

- Microstrategy – Business intelligence software that integrates reporting, analysis, and information delivery capabilities

4   Issue Matrix

The following matrix details the issues encountered by the ITA team between October 1, 2002 and October 31, 2002. The matrix is organized chronologically by application name and date to illustrate the team's progress in resolving the majority of issues and the instances in which the team directed its efforts to seek resolution for an issue. Subsequently, the matrix consists of the following categories: name of the application connected to an issue, environment, description of the issue, steps taken by the ITA team to resolve an issue, the issue's level of priority ranging from high to medium to low, the issue's status whether open or closed, and the issue's resolution date. Some issues span a greater time period and closure may not have been possible before the deadline of this report.

5   Issue Resolution Log

Date Opened	Application	Environment	Description	Resolution	Priority	Issue Status	Issue Resolution/ Target Date
10/25/02	FSA Coach	Production	FSA Coach Index File Change	In order to update the website with the new file, the ITA team uploaded content, assisted with the creation of the Change Request instructions, and created an archive file for code migration.	Medium	Open	11/10/02
10/28/02	FSANet	Production	FSANet Alert changes.	In order to support an alert change to resolve search issues on the production FSANet site, some WebSphere changes were required. These changes were needed to update the FSANet application server to support JSP 1.1 for the search tag libraries. The ECM was submitted and instructions were provided to CSC to implement these alert changes. These changes were needed as part of an alert because the issue was not discovered by the application testers during the initial maintenance window on 10/13.	Medium	Open	11/03/02
9/26/02	FSANet	Production	FSANet 2.0 IBM HTTP Server configuration update.	ITA created a small change to the IBM HTTP Server Configuration to correct a bug with the way JavaScript files are loaded from HTML files in the FSANet 2.0 application. This issue was reported and ITA provided a work around and submitted the ECM to permanently resolve the issue.	Medium	Closed	10/13/02

Date Opened	Application	Environment	Description	Resolution	Priority	Issue Status	Issue Resolution/ Target Date
10/01/02	FSANet	Production	Old version of welcomeuser.html being displayed. Possible problem with Interwoven version control.	Interwoven version control is functioning properly. Old file may exist due to alternate deployment methods such as FTP.	Low	Closed	10/31/02
10/29/02	FSANet, IFAP, Program Guidance	Production	/www file system reached 100%, preventing new deployments from succeeding.	Contacted CSC, alerting them of the issue. Worked with them to identify and remove large files left over from previous code migrations, thereby creating more space on the file system.	High	Closed	10/29/02
10/22/02	IFAP	Development	Require the ability to deploy Foreign Schools Materials Documents to databases.	IFAP uses Interwoven to deploy website-related content into their databases. ITA added the Data Deploy configuration to Interwoven to deploy content into IFAP metadata database table.	Low	Closed	10/31/02
10/22/02	IFAP	Production	Require the ability to deploy Foreign Schools Materials Documents to databases.	IFAP uses Interwoven to deploy website-related content into their databases. ITA added the Data Deploy configuration to Interwoven to deploy content into IFAP metadata database table.	Low	Closed	10/31/02
10/24/02	IFAP	Development	Improve Search Results and Result GUI. Update IFAP Search RCS in Dev.	Upgraded Autonomy Autoindexer and RCS Search Component. New RCS search component displays document URL and date.	High	Closed	10/29/02
10/24/02	IFAP	Production	Improve Search Results and Result GUI. Update IFAP Search RCS in Prod.	Upgraded Autonomy Autoindexer and RCS Search Component. New RCS search component displays document URL and date.	High	Closed	10/31/02

Date Opened	Application	Environment	Description	Resolution	Priority	Issue Status	Issue Resolution/ Target Date
9/25/02	Program Guidance	Development	Clicking on "view document profile" from the results page sends the user to the development environment (i.e., the URL changes back to http://dev.program.sfa.ed.gov:8531/PROGWeb App/profiles/9.jsp to view the document profile).	Autonomy configuration was modified so that Program Guidance search results contain the new URL. Content was re-indexed to reflect new URL: http://dev.program.sfa.ed.gov:8531.	Low	Closed	10/03/02
10/14/02	Program Guidance	Production	The program guidance application has an unidentified problem with access rights for certain users depending on their EDLAN accounts and Program Guidance accounts. This prohibits some authorized users from seeing documents that they should have access to read.	The ITA team has met with Matt Timmerman and is working with him to troubleshoot the issue.	Medium	Open	11/8/02
10/01/02	Schools Portal	Development	The current Schools Portal DEV environment is being removed from Viador and JRUN. It will be replaced with RCS Components, portlets, and WebSphere.	Created new Schools Portal DEV environment on su35e2, su35e5, and hpv1 and copied over all of the current production files.	Medium	Closed	10/25/02
10/01/02	Schools Portal	Test	The current Schools Portal TEST environment is being removed from Viador and JRUN. It will be replaced with RCS Components, portlets, and WebSphere.	Create new Schools Portal TEST environment on su35e2, su35e5, and hpv1 and copy over all of the current production files.	Medium	Open	10/31/02